



## *Globalization and Enterprise Content Management Innovations in Technology*



Innovations in technology have helped open doors to new possibilities for your business. It is important to understand and utilize those technologies in a way to support and not hinder your business. The exponential growth of content, as well as the need to increase productivity of your users and provide value to your customers has added complexity and challenge to your business. Whether you are developing products for your worldwide customers, or you have a content supply chain that needs enhancement, we provide a set of service offerings that will let you utilize the innovations in technology and optimize your business processes.

- **Globalization and Multilingual Systems:** Through the globalization arm of our Practice we offer state of the art solutions for software and content localization that can seamlessly integrate with your development and content management processes. We are capable of addressing linguistic requirement in over 100 languages and dialects.
- **Authoring Quality for Global Audiences:** We provide clients with a set of solutions geared toward optimizing the authoring process for production efficiency and quality. When appropriate, we provide training and guidance in authoring for global markets when language translation will ultimately be required.
- **Enterprise Content Management (ECM):** Via our ECM offerings, we work with you to develop an ECM system that increases your users' satisfaction, maintains your assets securely, and will support the growth of your organization.
- **Content Compliance:** Today, organizations must take both a tactical and strategic approach to content compliance requirements around Sarbanes-Oxley, HIPPA and especially in the area of eDiscovery. The new FRCP Rules 16-26, 37(f) and 34(b) are now in full effect and if violated can result in significant litigation judgments. Through our ECM practice and our teams experience with these issues, we offer a solid solution.

By unifying these sophisticated processes in a single practice, we can provide you with unsurpassed flexibility, while reducing costs and mitigating risks in for deploying global business process solutions. Since we are a technology company, not a software company, COMSYS can develop the technical solutions, design system interfaces, and integrate legacy systems with the newest technologies and provide complete customization services.



## Globalization and Multilingual Systems

COMSYS Globalization is a leader in language and translation services and has helped many mid-sized and Fortune 100 companies with content and software localization, Internet and Intranet sites and portals, printed materials as well as multimedia presentations. We are keenly aware of the world's cultural diversity and are set up to assist you with translating and managing technical, marketing and administrative documentation, regardless of the geographic areas in which you operate.

Our team works closely with clients to set scalable project scope, key performance indicators and staffing and training needs to meet objectives and deliver results successfully. We prepare client-specific solutions, including translation memory, style-checking tools and specific databases that further speed the translation process and, in so doing, save businesses time and money. We have the proven capacity to handle virtually any linguistic challenge with our network of over 4,000 translators around the globe.

## Enterprise Content Management

The management of content and documents throughout the enterprise can be a costly and time-consuming proposition. Compounded by the challenge of exponential growth of content, documents and regulatory governance requirements, the effort to develop an optimized approach to content and document management is becoming increasingly critical to accomplish in the global marketplace. In concert with our Globalization offerings, we will work with you to address and optimize the processes and systems that surround global content and document management including authoring and creation, aggregation and delivery to an increasingly sophisticated and multi-cultural end user population.

With our proven methodology and depth of technical skills, we can either be a long-term partner or provide you with a turnkey for your enterprise content management needs. We can work with you to develop your strategic Enterprise Content Management vision, and provide the resources or process to make your vision a success from inception and roll-out to end user adoption and maintenance.

## Authoring Quality and Global Audiences

In order to be competitive in today's global marketplace, the authoring of content for manuals, training literature, user guides, human resource documents, contracts and sales and marketing materials must be accurate and consistent across the enterprise. Usability of content in multiple languages for both domestic and international markets is now commonplace and in many cases governmentally regulated.

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addition and when appropriate, we provide training and guidance on technologies related to authoring for global markets when language translation will ultimately be required.

## Content Compliance

Compliance requirements around Sarbanes-Oxley, HIPPA and eDiscovery require both a tactical and strategic focus. Today, most organizations reactively deploy point solutions every time a discovery request comes in, even when they're aware of eDiscovery platform business benefits. Amendments to the Federal Rules of Civil Procedure that took effect on December 1st, 2006 however, will prevent enterprises from operating in the shield of ignorant bliss. Organizations are now required to address issues regarding electronically stored evidence at the onset of litigation (meaning the first meeting with an opponent's lawyer). The specific rules that have bearing on records/retention management and information technology are:

- **Rule 16-26.** These rules call for organizations to "...give early attention to issues relating to electronic discovery, including the frequently-recurring problems of the preservation of evidence..." This means being ready to discuss a strategy for dealing with electronically stored evidence at the very first meeting with the other parties in litigation.
- **Rule 37(f).** This rule provides a "safe harbor" for data destruction. This means that organizations face no penalties for deleting electronically stored information in keeping with routine operation of IT systems IF the party took reasonable steps to preserve it. However, any destruction must be due to routine operations in good faith, a synchronized framework must be in place, and this systemized framework must have integrated litigation hold procedures.
- **Rule 34(b).** This rule requires organizations to produce electronically stored information in its native format with its metadata intact and to prove chain of custody. If a defensible process is not demonstrated, litigation opponents may be granted access to an organization's network.

Through COMSYS' ECM practice and our teams experience with these issues, we offer a solid solution.

Where can we take you?

## For More Information:

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